

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
ANTELOPE VALLEY – SA1

Quality Improvement Council Meeting

A G E N D A

January 6, 2015

2:00 – 3:30 p.m.

2323-A Palmdale Blvd. Conference Room
Palmdale, CA 93550



Debi Berzon-Leitelt, LCSW, MPA, Chair

Barbara Paradise, LMFT, Co-Chair

I.	Introductions	QIC Members
II.	MHSIP Feedback	D. Berzon-Leitelt
III.	TEST CALLS Report	D. Berzon-Leitelt
III.	Quality Assurance Requirement for LE/Contract Providers	D. Berzon-Leitelt
IV.	PRO Update on Posters	D. Berzon-Leitelt
V.	Change of Provider Logs	D. Berzon-Leitelt
VI.	New Year Planning - Discussion	QIC Members
VII.	Service Area Liaison Reports	QIC Members
VIII.	DMH Program Support Bureau Cultural Competency Unit	Marc Borkheim
IX.	DMH Program Support Bureau Quality Assurance Division	Allen Pouravanes
X.	Announcements	

Next Meeting.

March 3, 2015

2:00 – 3:30 p.m.

2323-A Palmdale Blvd. Conference Room
Palmdale, CA 93550

Cultural Competency –CCC meets 2nd Wed. every month 1:30pm-3:30pm, DMH Headquarters, 550 Vermont, 10th Fl. Conference Room, Los Angeles, 90028. SA-1 will be able to WebEx and/or Conference Call to attend the meeting. Please email Marc Borkheim, Ph.D., the SA-1 Cultural Competency Unit Liaison at mborkheim@dmh.lacounty.gov to be added to the email list for updates.

DMH Internet <http://dmh.lacounty.gov>

DMH Program Support Bureau <http://psbqi.dmh.lacounty.gov/>

Los Angeles County Network of Care <http://losangeles.networkofcare.org/mh/>

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 1
QUALITY IMPROVEMENT COMMITTEE**

Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	January 6, 2015	
Place	Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550	Start Time:	2:00pm	
Chairperson SA-1 Liaison	Debra Berzon-Leitelt, LCSW, MPA	End Time:	3:30pm	
Co-Chair SA-1 Liaison	Barbara Paradise, LMFT			
Members Present	Debi Berzon-Leitelt, Marc Borkheim, Marlene Chavez, Lauren Cheung, Lauren Dodge, Teresa Gatti, Chris Luce, Christina Judson, Velia Lopez, Nicolle Lovely, Erica Melbourne, Thang Nguyen, Nate Lloyd, Barbara Paradise, Trinh Phan, Martha Retana, Trisha Rich-Thurm			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Meeting was call to order at 2:00pm. Introductions; Ice-breaker words for the New Year		N/A	D.Berzon-Leitelt
Review of Minutes	No Review of Minutes		Minutes are sent via email to all QIC members to review and respond to with changes.	N/A

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
MHSIP – November Consumer Perception Surveys	Debi Berzon-Leitelt provided feedback about the SA-1 MHSIP survey submissions. Informed QIC members that according to tabulation there were a total of 675 surveys submit.	Suggested for next MHSIP to go around to agencies to see how survey is being implemented. Suggested for next MHSIP to go around to agencies to see how survey is being implemented.	D. Berzon-Leitelt
TEST CALLS Report	<p>Debi Berzon-Leitelt discussed at the EQRO outcome it was suggested that SA's try to focus on more "data" oriented activities that reflect information that represent the local SA.</p> <p>Test Call project was a "window of opportunity" to utilize the data and generate a Test Call report for SA-1 to improve process for SA-1 and compare w/ PSB report.</p> <p>Chris Luce- Outliers?</p> <p>D. Berzon-Leitelt- One call outside the Test Call Guidelines</p> <p>SA-1 callers that are educated about the Test Call Project are more willing, involved and understand the importance of doing Test Calls. This has helped to improve the process each year.</p>	<p>Outcomes consistent w/ PSB.</p> <p>Language preferences for monolingual speaking persons have challenges/ protocols</p> <p>Questions About ACCESS & PMRT response (will be redirected to EOB/PMRT for future QIC education meeting)</p>	D. Berzon-Leitelt

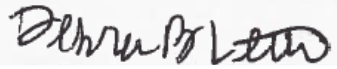
Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Assurance Requirement for LE/Contract Providers	Debi Berzon-Leitelt discussed the Quality Assurance Requirements for Legal Entity Contract Providers; Informed everyone that January 15 th was the deadline for everyone to submit their QA Report into the Quality Assurance Program Support Bureau; Quality Assurance Bulletin December 10, 2014 No. 14-06	Requested that LE/Providers <i>also</i> submit a copy of the QA Report to SA-1 QIC/Geographic Administration, as the Bulletin 14-06 indicates to keep SA Liaisons updated on “activities and documents.”	D. Berzon-Leitelt
PRO Update on Posters	Patient’s Rights Posters; they were not brought to the last Countywide QIC meeting. These will be more durable and last long. They have more language and cultural content.	Will be provided to QIC Liaisons at the next Countywide meeting for distribution to SA providers.	D. Berzon-Leitelt
Change of Provider Logs	D. Berzon-Leitelt- Everyone is doing very well. Explained the reason why everyone is requested to send a copy of the log to the Geographic Administration. Clarify discrepancies and to be congruent with Countywide and to have everything in our SA reported. We want to avoid having anyone receive a “corrective action plan.” The reports are compared to what I have received.	The minimum needed a monthly copy faxed to the SA-1 QIC Liaison every month, in addition to the PRO.	D. Berzon-Leitelt

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
New Year Planning	<p>D. Berzon-Leitelt- Discussion of what the SA QIC would like to focus on for 2015 and what their needs are. Due to changes the last year; Electronic Health Records, EQRO Review, etc...</p> <p>Barbara Paradise – What would we like to focus on during this meeting during this year for Quality Improvement and Quality Assurance?</p> <p>Thang Nguyen – From DMH Certification; help prepare for certification; there have been lots of changes and there are lots of new policies and procedures for state certification; discussed how to store physical chart verses electronic chart and having policies; how are policies made specifically for the provider and how programs are certified; discussed there are specific details that need to be prepared for.</p> <p>D. Berzon-Leitelt- Is all the certification broken down into different categories?</p> <p>T. Nguyen – there is nothing generic to follow; The most inconsistency that is found is with Policy 112.05 and whether providers do a monthly check for sanctions and exclusiveness; providers might want to work with their HR's. Providers need to develop a policy on their own.</p> <p>QIC Member discussion of Quality Assurance and Quality Improvement and being able to decipher the difference of both.</p> <p>Marc Borkheim-WorkPlan Goals and all that we do are regulated/guided by Federal statues</p>	<ol style="list-style-type: none"> 1) PMRT Presentation; Wait time 2) Thang Nguyen; New Policies/Procedures for State Certification 3) Vandana Joshi reasons to watch out for mistakes with MHSIP 4) Documentation training 5) Audit; outcome of audits Feedback on assessment/new forms (what their seeing; what they're not seeing) Give feedback when you have an audit. 6) Newbie Training QA/QI <p>Barbara Paradise – Informed that certification indicated that there are lots of new information and field-based information.</p> <p>Chris Luce – Informed that Thang Nguyen was helpful during the process; was the best certification and the most thorough; if what T. Nguyen could do the same in a QIC meeting it would be helpful</p> <p>Barbara Paradise – Has to do with having employees providing services that are on the sanction list.</p>	D. Berzon-Leitelt
Agency Reports	Incomplete	N/A	N/A

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
DMH – Program Support Bureau / Cultural Competency Unit	<p>Marc Borkheim introduced the DMH Policy/Procedure; Hearing Impaired Mental Health Access, Policy No. 202.17. Discussed that hearing impaired is social group inclusive to a “cultural group” recommended under the CLAS definitions. Sign language services are available at no cost at the ACCESS Center at no cost 24 hours a day. Non-emergency (4 business days) & Emergency (45-60 minutes/+travel time) American Sign Language Liaisons are available at the ACCESS Center.</p> <p>Teresa Gatti- Inquired about ongoing sign language services to deliver treatment</p> <p>Services are mandated by the government and are monitored; reviewed the cancellation of requests and time frame for billing. ACCESS Center does have the ability to take hearing impaired requests.</p> <p>California Reducing Disparity Project Report Matrix: Five ethnic groups identified; explaining issues of disparity and what are the reason why these populations were not receiving immediate services. How the situations and mental health can be improved and improve the disparity of these five ethnic groups. The second phase will begin, which will integrate the information of the five reports and provide and plan for the next four years to implement strategies for a number of projects. The CCU went through the five reports and tried to organize the recommendations of the reports and came up with a Matrix and twelve common themes to organize. It indicated the specific issues that are common in the reports. It also has</p>	<p>Barbara Paradise – As a result of experience with Test Call was provided a real referral for sign language interpreter</p> <p>Barbara Paradise – Reviewed part of the matrix and explained how the information was relevant to the population by giving the example of how transportation was relevant; transportation should be provided to help with access</p>	<p>M. Borkheim</p>

	cultural issues that are specific. Listed all the recommendations and page numbers and sorted them out. How useful is this for our providers? What extent is this information relevant or useful?	M. Borkheim – Provided feedback how the Matrix is useful: useful as a prototype the way language is used; a lot of these ideas are coming from the Federal level; excellent resource for applying for funding	
DMH – PSB Quality Assurance Division	Absent	N/A	A. Pouravanes
Announcements	None	N/A	N/A
Next Meeting	March 3, 2015 2:00pm-3:30pm Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800	N/A	D. Berzon-Leitelt

Respectfully Submitted,



Debi Berzon-Leitelt, LCSW, MPA